

Concession Contract CC-GLBA001-86

Exhibit F

Glacier Bay National Park & Preserve

Operations and Maintenance Plan

for

Glacier Bay Park Concessions, Inc.

PURPOSE

This Operating and Maintenance Plan (OMP) shall serve as a supplement to Concession Contract #9100-06-0001 [also numbered CC-GLBA001-86] between Glacier Bay Park Concessions, Inc. and the National Park Service but it is not to be used to amend the authorization or to alter the rights and liabilities of the parties to the contract. In the event of any apparent conflict between the terms of The Concession Contract and this Operating Plan, the term of the Concession Contract will prevail. The plan will remain in effect unless amended by the Superintendent after consultation with the Concessioner.

GENERAL

Both parties will be governed by public law, the concession contract, this agreement, the policies of the National Park Service, and current regulations. In making changes to this OMP, it is not the intent of the Service to increase the scope of services required of the Concessioner beyond that provided in the Contract, nor to compromise the Concessioner's reasonable opportunity to realize a profit.

Within this agreement, reference to the "Service" will mean the National Park Service. Reference to the "Superintendent" will mean the Superintendent of Glacier Bay National Park and Preserve. Reference to the "Concessioner" will mean Glacier Bay Park Concessions, Inc. Reference to the "Manager" will mean the Manager of Glacier Bay Park Concessions, Inc.

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OPERATIONS PLAN

A. Management and Organization

The Superintendent is responsible for the total park operation. The Superintendent has designated the Concession Management Specialist as the staff person responsible for day-to-day concession operations. Law enforcement/visitor protection matters are delegated to the Chief Ranger. Maintenance matters are delegated to the Chief of Maintenance. Interpretive matters are delegated to the Chief of Interpretation, Resource Management and Compliance matters are delegated to the Chief of Resource Management. Each of these may designate a specific contact person to handle routine matters.

Concession operations and management will be under the direction of a General Manager. The General Manager will work directly with the Superintendent's designated representatives as indicated above.

B. Meetings

Overall operational reviews will be held as needed. Normally this will be least twice a year: a pre-season meeting prior to opening and a post-season meeting after closing. Topics will include reviews of: this Operations and Maintenance Plan; maintenance needs; operational concerns; and capital account status.

C. Season and Hours of Operation

The Concessioner's season of operation will be approximately May through September. The Concessioner will submit proposed opening and closing dates for each public service and facility to the Superintendent for approval by December 1 for operations the following year.

Proposed hours of operation for each public service and facility will be submitted to the Superintendent for approval by April 1 for operations that year.

D. Quality of Service

Services offered to the public by the Concessioner must be satisfactory as judged by recognized standards for the industry. The Concessioner will develop a customer service program promoting "excellence" in customer service. The overall philosophy shall be "quality service at reasonable prices in clean, well maintained, and safe facilities."

E. Merchandising

All retail services will comply with the Service's Concessioner Review Policy, and Operational Performance Standards. All Concessioner gift shop merchandise must be

submitted to the Superintendent for approval prior to selling or displaying it in Concessioner facilities.

Concessioner shall provide an appropriate range, selection, and pricing of grocery and/or sundry items appropriate for the Area in the Lodge and Tour vessel gift shops, and shall be consistent with visitor needs.

F. Employee Management

Any changes to the concession employee uniform or identification will be subject to the Superintendent's approval.

The Concessioner shall establish a company policy promoting a drug-free work place and work with the Service to ensure employee compliance.

All Concession employees serving alcohol will complete a State approved alcohol awareness training in accordance with Alaska State Regulations involving service of alcoholic beverages.

G. Training

Training will be conducted by the Concessioner and the Service for the purpose of enabling all employees to provide accurate information, quality service, safety, and sanitation for themselves and park visitors.

The Concessioner and the Service will be responsible for training their respective employees in appropriate job skills. The Concessioner will ensure that employees are sufficiently trained prior to opening to ensure customer satisfaction from opening day until the end of the season.

The Concessioner will provide concession employee pre-season training covering the following topics at a minimum: visitor information, the mission and policies of the Service, orientation to the park, fire suppression, public health and sanitation, bear safety/regulations, visitor and employee safety, and backcountry permitting and visitor surveys. This training is mandatory for all employees. The Service will provide training personnel as required. Concessioner will assure that employees not able to attend this pre-season meeting receive an orientation which goes over the information provided at the above training within two weeks of their beginning employment date.

The Concessioner will provide each employee with an *Employee Handbook* containing an introduction and overview of Service and Concessioner policies and guidelines. This handbook should summarize the information provided at the employee pre-season training. [Additional training requirements are set out in specific sections.]

H. Food and Beverage Operation

The Concessioner's food and beverage service will be operated in accordance with the U.S. Public Health Service Food Code. Operating hours will be those approved by the Service and will be posted in all dining areas. The menu may be in compliance with the NPS Core Menu Concept, with items agreed upon by the Concessioner and Service. The determination to use and/or continue using the core menu method is one that should be determined from consultation and agreement between the park and Concessioner. The NPS shall provide a copy of the Core Menu Concept to the Concessioner.

The Concessioner will make every effort to ensure that all menu items are available throughout operating season, and that portion size, quality and presentation are consistent with the approved product. The "Deck Menu" will be made available on request in all dining areas. This statement should be prominently posted in dining areas and noted on the menus.

The Concessioner may install a beverage service counter in the Fairweather room to accommodate walk-up beverage service requests during regular dining hours, subject to design approval by the Service and the State of Alaska Alcohol Beverage Control Board.

The Concessioner will have the option of utilizing the Fairweather room for either formal dining or informal "deck" service. The Fairweather room will not be used as a "Bar" area where alcohol is the primary item served. The Concessioner will provide alcoholic beverage service only in connection with food service.

Comment: Alcoholic beverages will be served only during scheduled food service times.

The Concessioner will submit proposed changes in food service operations to the Superintendent for approval prior to implementation.

Comment: We understand the penalties for non-compliance

I. Utilities

Utilities currently provided to the Concessioner by the Service include electricity, water, sewage treatment.

Comment: Solid Waste Disposal no longer available within the park

Nothing in this agreement will prevent the Service from terminating a particular utility service if such service is commercially available and the Service deems it is in the public interest to switch to a commercial utility.

Utility rates will be established in accord with Service policy under which rates are based on the higher of *actual operating costs* (not including existing capital investments) or *comparable rates*. The Superintendent may request regional approval to charge rates based on actual operating costs in instances where comparable rates are higher. The appellant office's decision will be final, however.

Comment: Changed at Ray Cozby's request

The Concessioner will be notified 60 days in advance of utility rate changes.

Utility statements will be issued to the Concessioner each month.

Utility bills are due and payable no later than thirty days from the date of issue. Interest charges will be assessed for overdue bills, per current Service policy.

The Concessioner may arrange for a review of utility rate program by an independent outside party.

Comment: Deleted per Ray Cozby

- **Electrical**

The Concessioner will be billed for all electrical usage related to the Concession operation. In consultation with the Concessioner, the Service will allocate electrical usage costs appropriately for those areas where metering is not available.

Dock: The Concessioner will pay for electrical use within their assigned dock use area during the period assigned to the Concessioner.

The Service will deduct electrical costs for all electrical usage not related to the Concession operation (e.g.: lodge upstairs area, winter freeze protection of the Lodge sprinkler system, utility space).

Off-season use of electricity by the Concessioner must be approved in advance by the Superintendent and the Concessioner will be billed for any such use.

- **Water and Sewage**

The Concessioner will be billed for water and wastewater utility services based on the amount of total water delivered to Concessioner operated facilities.

The Concessioner will provide an employee to operate the sewage pump station on the fuel dock. NPS will provide the initial training required for operators of this system at the beginning of the season, which, at a minimum will provide knowledge of the sewage pump operation, safe handling procedures for septage, use of personnel protective equipment, spill clean-up procedures, and documentation procedures. The Service will provide to Concession employees working on the sewage pump station, all necessary vaccinations and personal protective equipment required for handling sewage. Vaccinations are recommended, but not required. NPS will provide a tetanus shot if Concession employees make arrangements with NPS Utility Supervisor and set up an appointment through him. NPS will provide the PPE as listed below. NPS does not supervise the Concession employee, but will assist in ensuring the proper procedures are followed as with various other operations. The Concessioner will be ultimately responsible for ensuring their employees use the proper PPE and follow training guidelines.

Comment: Added per Ray Cozby

Comment: Added per Ray Cozby

The Concession employee will follow the procedures at the sewage pump station as outlined in [Appendix A], attached to this document.

Comment: Moved to Appendix A per request from Mark Wascher

- **Solid Waste Disposal**

The Service no longer provides a solid waste disposal site. All solid waste generated by the Lodge will need to be disposed of at other authorized landfills outside the park.

- **Fuel Delivery**

The Concessioner and the Service will coordinate all bulk fuel deliveries, i.e. gasoline and diesel.

The Concessioner will be responsible to provide a fuel attendant for public fuel sales. The Fuel attendant will dispense fuel per the fuel response plan, attached as Appendix B to this operating plan.

The Service will be responsible for gasoline and diesel ship-to-shore fuel transfers.

The Concessioner will be responsible for propane deliveries.

The Service will provide a fuel truck and driver to deliver the Concessioner's diesel from the fuel farm to the point of use. The Concessioner will make regular routine fuel level measurements in above ground storage tanks and notify the Service at least one day in advance of the need for the deliveries. Deliveries will be made Monday through Friday.

The Concessioner will require all employees operating fuel systems to undergo training provided by the Park Service which as a minimum provides knowledge of valve locations for switching tanks and procedures to follow in case of fire, spills, or other problems. The Service will normally be responsible for switching tanks. The Service will provide the Concessioner with the park Fuel Transfer Plan, Facility Response Plan, and SPCC plan describing Service and lodge responsibilities. Concessioner will solicit employee volunteers who will be part of the Service's spill response team during the operating season. In the event of a fuel spill at the fuel dock, the fuel attendant(s) on duty shall initiate response activities and immediately report all fuel spills to the NPS and Lodge Manager. Fuel attendant(s) will attend Annual Park boom deployment training. The Fuel Attendant(s) shall have a Concession frequency radio for use in case of emergency.

The Concessioner must maintain an adequate supply of oil absorbent pads at all fuel-dispensing locations. Oil absorbent pads must be available (for sale to the public when

necessary) when delivering fuel to public/park boats. The Concessioner is responsible to ensure that all OSHA requirements for fuel attendants under their employ are fulfilled.

J. Fuel Handling & Storage

The Service will bill the Concessioner for the pro-rated cost of operation of the fuel storage facility based on the proportion of fuel the Concessioner passes through the facility. The basis for such billing (cost of operation and fuel data documentation) will be available to the Concessioner for review.

K. Rates

- **Concessioner Responsibilities**

The Concessioner will submit to the Superintendent a schedule of rates and cancellation policies for services authorized under the contract, preceding each season and prior to printing brochure for the upcoming season.

Mid-season rate increases are discouraged. When changes are necessary, they will be submitted to the Superintendent at least one week in advance of the proposed change with necessary support documentation. The only exception to this policy is diesel and gasoline price changes, which may be acted upon the same day of dealer notification. No advance notice is necessary for downward rate adjustments.

- **National Park Service Responsibilities**

The Superintendent will approve or disapprove rates within 30 days after submission by the Concessioner and will inform the Concessioner of reasons for disapproval. The Service will base the rate comparison on comparable data that is available at the time the rates are submitted by the Concessioner.

L. Conventions & Group Meetings

The use of concession facilities for conventions and/or group meetings (the use of 20 or more rooms or 40 or more people) shall not be permitted if they interfere with general public use and enjoyment of the area. Requests for the use of concession facilities for conventions and/or group meeting must be approved by the Superintendent in advance of actual booking.

M. Public Information and Advertising

All printed advertising matter, scripts, news releases, and printed material distributed to visitors and internet web sites that are related to the contract services will be submitted to the Superintendent for review and comment prior to making changes. The Superintendent will determine the information's accuracy and if it is in conformance with the policies of the Service. The Service will respond within 15 days.

All natural and cultural interpretive materials and programs will also be submitted to the Service for review and approval by the Superintendent.

N. Public Comment Process

The Concessioner will implement an extensive customer comment program for all areas that visitor services are provided by the Concessioner. The Concessioner will review the cards regularly, at least once per week, and immediately correct areas of apparent deficiency. Comment cards will be available for NPS review regularly.

The Concessioner will immediately advise the Superintendent of any complaints received that relate to the concession operation or any other aspect of park operations. The Superintendent will immediately advise the Concessioner of any complaints that relate to concession operations. Copies of replies to written complaints will be provided to each office after mutual consultation. The Concessioner and the Service agree that no more than two weeks will be taken in responding to visitor complaints.

O. Lost & Found Procedures

All lost and found items will be tagged showing the location found and the name and address of finder. In addition, a log of all lost and found items will be maintained by the Concessioner, tying the item to the tag number and disposition. Items found in Concession areas shall be returned to the owner if possible. All lost and found items will be taken to the lodge front desk for tagging and logging (this includes items from vessels, rooms, lobby, employee areas, etc.).

If the owner can not be determined, the item shall be turned over within 24 hours to the Visitor Information Station (VIS) for retention in the park lost and found storage, until returned to owner or disposed of according to Federal regulations. Items will be protected against theft (i.e. locked up) until turned over to the Service.

Concession employees shall not be allowed possession of unclaimed found items. [By law, Government employees may not be allowed possession of found items.]

P. Evaluations and Contract Compliance

The Service will conduct formal and informal periodic evaluations of the concession operation using procedures outlined in the Service's concession review program. A copy of this program has been provided to the Concessioner, and is located in the Concessioner's Administrative building in Bartlett Cove.

If required documents (commercial drivers licenses, loss control documents, inspection certificates, HAZWOPPER training, etc.) are not produced on initial request the Concessioner will be found not in compliance. However, current documents are necessary

only for those buses, vessels, etc., which are currently in service or necessary to meet the visitor demand.

Q. Safety and Fire

- **Risk Management Program**

The Concessioner will develop and implement a Service approved *Risk Management Program* aimed at minimizing accidents to visitors and employees. This program will be reviewed and revised as necessary.

The Concessioner will designate and train a staff member as Safety Officer. The person will be a member of the *Park Safety Committee* and will attend Park safety meetings during the season. The Safety Officer (and/or their designee for specific operational areas) must have appropriate authority, funding, experience and training to coordinate implementation of the Concessioner Risk Management Plan and assure a safe Concession operation.

The Concession staff will notify the Chief or District Ranger immediately of any serious injury or property damage.

The Concessioner and the Service shall invite the other to attend all regularly scheduled safety meetings.

The Concessioner Safety Officer (or other specifically designated person) will complete required training as specified in the Concessioner's Risk Management plan, and will be familiar with park Spill Response Plan (SPCC), Facility Response Plan, and Fuel Transfer Plan;

and be responsible for training and oversight of Concession employees hazardous materials use. This specifically includes all employees dispensing petroleum products.

- **Structural Fire Training**

The Service will provide at least one structural fire training class to concession employees annually. Concessioner will provide one employee (Safety Officer) to serve as structure fire liaison. This person will be the point of contact for fire inspections, fire training, fire related issues and will attend fire brigade meeting monthly or as needed.

- **Emergency Medical Care**

The Concessioner will be required to hire one employee certified as an EMT I or Registered Nurse to act as staff medical care person for concession employees.

Exceptions may be made with approval from the Superintendent. The medical person will meet with the District Ranger at the beginning of the season to establish a set of protocols

and procedures for coordinating emergency medical responses. The Concessioner shall report all medical emergencies to the District Ranger immediately.

R. Security

The Concessioner will provide for security of employee property, government assigned property, and lodge property by: using the lock system, routine random management inspections, reporting all losses to the Service, and using a program of marking all property items.

Receipt handling security will be discussed each year with the Chief Ranger and Bartlett Cove District Ranger.

Areas needing special security measures include the liquor storage, receipts-deposits, key inventory control, and visitor valuables.

Winter security will be set up so that high value theft target items will be kept in a high security area with limited key access.

The Service will be issued a complete set of keys for all government owned facilities.

The Concessioner will leave a complete set of keys for concession owned buildings with the Chief Ranger during the winter months, in case of emergencies.

S. Sanitation

The Concessioner is responsible for meeting all requirements of the U.S. Public Health Service and the Alaska Department of Environmental Conservation.

Frozen food may be stored in Lodge freezers by the Concessioner or Service during the winter provided reliable thaw detectors are used and the food is stored in a freezer which will not leak onto the floor if it does thaw. The responsible party will pay for the electricity to operate the freezer. The National Park Service will not be responsible for thawed or spoiled food left at Bartlett Cove over the winter.

T. Smoking

Smoking will be prohibited in all interior areas of the lodge , cabins, and all food services areas, with the following exception:

Smoking is allowed on the deck area, Insurance

The Concessioner will submit to the Service a certificate of insurance for each policy in effect that covers facilities and operations within the park prior to the start of each season. The certificate will indicate compliance with all insurance requirements as set forth in the contract.

U. Visitor Statistics and other Information

Statistical data on visitor use will be reported by the Concessioner to the Chief Ranger by the 5th of each month. The Service will supply the proper format for this report.

In addition, the Concessioner shall provide the Service occupancy rates for the Lodge, passenger ferry and tour vessels, passenger counts and activity reports for charter vessel services and other visitor statistics, which the Service may request.

A Sportfishing Survey Form should be completed with fisheries catch data for each marine and/or freshwater sport fishing charter conducted in Glacier Bay, including the NPS portion of Icy Strait, Cross Sound, and Outer Coast. The concessionaire will submit an Activity Summary report monthly for all vessel charter services conducted within the park. All concessioner tour and charter vessels will complete a vessel survey form for each trip into the park's backcountry. The Service will supply these forms to the Concessionaire. Completed forms for each week (Monday-Sunday) will be turned into the VIS on the following Monday. The Visitor Information Station will forward the forms to the park Fisheries Biologist and Recreation Planner.

The Concessionaire will encourage its employees to complete a backcountry visitor survey form after each trip they take into the park's backcountry. Completed forms can be turned into the VIS.

V. Land Assignment and Property Control

A Concessioner land assignment and buildings assignment are attached to the contract.

The Concessioner will be responsible for the general appearance and maintenance of its land assignment facilities. This includes brushing and pruning vegetation and litter pick-up.

All landscaping will be by specific approval of the Superintendent. The Concessioner will adhere to their Vegetation Management Plan for vegetation manipulation on its land assignments. This plan will be reviewed and approved by the Superintendent.

Comment: Concessioner developed their veg plan in 2001

The Service shall maintain a current inventory of government owned property assigned to the Concessioner.

In order to maintain accurate property records and accountability, the Concessioner will request in writing and in advance, permission to discard or replace any government owned property assigned to the Concessioner. The Superintendent will respond in writing. Ownership of replaced property will be in accord with the contract.

W. Winter Use of Facilities

Government owned concession facilities are assigned to the Concessioner for approximately five months a year in order to allow Service use of the facilities in the off-

season. Building use fees are calculated on this basis. The Government will retain operational control and maintenance responsibilities of these facilities between October 1 and March 1. At the end of each season, the Concessioner Maintenance Supervisor and NPS Maintenance personnel will jointly conduct a winterization inspection/orientation of the concession facilities to ensure all winterization items have been completed, ensure Park has necessary keys, and to review any operational or maintenance changes the Concessioner has made over the season. Each spring a joint inspection will again be conducted, prior to the change in operational responsibility to the Concessioner for the season.

Storage of non-concession owned personal property (e.g. employee boats, vehicles) will be in compliance with the Park Compendium. Storage of concession owned personal property (gift merchandise, etc.) shall be stored in a secure location during the off season. The Service is not liable for loss of unsecured property items.

Specific information relating to winterizing the facilities, winter security, etc. is found under appropriate headings in the Maintenance Agreements.

X. Service Interpretive Program at Lodge

The upstairs section of the lodge will function as a Service visitor information area, including an exhibit room, auditorium, information/sales desk, elevator and area behind the fireplace. The auditorium may be used by conventions and business or other groups between scheduled interpretive activities, as coordinated through the Chief of Interpretation.

Service AV equipment will not be available for private use. A prorated amount will be deducted from electrical use fees to allow for Service interpretation and visitor service functions. The Service will be responsible for exhibit cleaning, general cleaning, refuse removal, maintenance and repair. The Service will also be responsible for replacing and maintaining lighting in the upstairs section of the lodge, including both the exhibit and AV room, and maintaining the elevator. The Concessioner is responsible for maintenance of the building envelope (roof, exterior doors, windows), vents, and HVAC systems as they are integral to the building.

Y. Wildlife Policies

- **Bears**

All Concession employees will receive bear safety awareness training assisted by the NPS prior to assuming regular duties. Bear safety information will be available at the Lodge front desk and on board all vessels providing off-vessel activities. Bear safety information will be given to all lodge guests renting fishing gear or bicycles.

All Concession operations will be conducted in such a manner as to eliminate or minimize the attraction or habituation of bears to the facilities. Concessions managers will work with the NPS Bear Management Group to ensure food and garbage storage and handling standards are met. The Concessioner will, without delay, report all incidents to the NPS involving bears (including injury or damage caused by bears, bears entering the lodge developed area, evidence of a bear getting into personal or lodge property).

- **Vertebrate Pest Control**

Bats, squirrels, and woodpeckers cause damage to the park lodge and other facilities in Bartlett Cove. Preventative wildlife control will be the responsibility of the Concessioner, with any proposed actions subject to review and oversight by the park resource manager. The NPS will provide guidance on appropriate measures.

Preventative measures include sealing holes in roofing and siding, containing all outside food and garbage in bear, bird, and rodent proof containers, and educating park visitors and Concessionaire employees about feeding wildlife. Woodpecker damage will be repaired yearly by the Concessioner. Bats inhabiting buildings produce offensive odors and distracting noise. New bats may be attracted by the odors left by departed bats. The Concessioner will be responsible for sealing any holes or cracks that provide entry points. Every effort will be made to modify the surroundings and visitor/employee behavior to reduce wildlife/human interactions before any trapping and removal is considered. Park staff or other state and federal employees will conduct trapping and removal. Whenever possible, live trapping and relocation will be employed. Lethal methods will be used only as a last resort.

Z. Vehicle Operations

Parking areas for buses and taxis will be designated by the Superintendent. Vehicle maintenance will not be performed in visitor use areas. The Superintendent may designate appropriate areas within the park for vehicle maintenance.

AA. Vessel Operations

The Concessioner will have a management position with overall responsibilities for Concessioner port operations (e.g. Port Captain).

The Concessionaire vessel operations were developed for the following objectives: To insure that 1. The visiting public has a safe on the water experience, 2. Vessel operations add to the park visitors' understanding and appreciation while in the park, 3. park resources remain unimpaired, and 4. All park regulations are fully complied with.

All concession vessels and vessel operators must meet all applicable U.S. Coast Guard, State of Alaska, U.S. Public Health Service and National Park Service regulations concerning licensing, inspection, equipment, maintenance, food service and operations.

The Concessioner must have the written approval of the Superintendent prior to making commitments to third parties for any vessel additions, major modifications, replacements, or substitutions. The request for approval should include vessel specifications, impact on prices and visitor service and environmental concerns, such as sound signature above and below water, probable wake, emission, refuse handling, waste treatment, etc. Requests for emergency vessel replacements or substitutions will be considered expeditiously. The Superintendent may deny the request or specify operating requirements in order to protect park resources, provide for visitor services, or other park related objectives.

The Concessioner captains and crews will attend an annual Service training session in either May or June and within the first week of employment for any new or replacement employees. Replacement personnel will receive the equivalent of the Service training prior to beginning regular duties.

Concession Vessel operators will, without delay, report the following incidents by radio to KWM 20 Bartlett Cove: [This does not relieve the vessel operator of other reporting requirements: USCG, etc.]

Personal injury to a visitor or crewmember that may result in a tort claim or requires medical attention other than minor first aid.

Marine casualties or oil spills as defined by Coast Guard regulations.

Bear incidents when a bear has injured a visitor, raided a camp, or posed a threat to humans.

Campers that missed their scheduled pick-up.

The Concessioner will take every precaution necessary to insure that their vessel's wake will not injure a visitor or cause damage to other vessels or the Bartlett Cove Public Use Dock. When traveling within ½ mile of a shoreline and overtaking another vessel or kayak in the water or on shore, Concessionaire vessels should be slowed to a speed that will reduce the impact of their wake on the smaller vessel. When a cruise-ship transfer is in progress, Concessionaire vessels should avoid creating a wake that could endanger boarding personnel. When the Concessionaire vessel is overtaking a Service transfer vessel, the captain will radio the Service transfer vessel and coordinate a course that will minimize potential conflict.

Vessel operators of all Concession vessels will report all sightings of Orca, Humpback and Minke whales by marine band radio to KWM 20 Bartlett Cove when they are sighted or as soon as they are within radio range.

Materials, supplies, or equipment of any type will not be cached or stored at any location in the park other than at the Concessioner land assignment at Bartlett Cove.

- **Vessel Entries**

In conformance with entry limits for Glacier Bay proper established in Title 36 Code of Federal Regulations, Section 13.65 for the “whale season”, the Concessioner is authorized the following entry ceilings from June 1 through August 31:

- a. Tour vessels - 184 entries and 184 use days
- b. Charter vessels - 221 entries and 221 use days

- **Tour Vessels**

Tour vessel entries into Glacier Bay year round for all companies combined are limited to no more than three tour vessels in the bay on any given day.

The Concessioner shall submit a proposed tour vessel schedule to the Superintendent by June 15 for the following season (i.e. June 15, 2002 for the 2003 season). The Superintendent shall annually approve a comprehensive tour vessel schedule for all concessioners. The Concessioner shall operate in the park according to the schedule approved by the Superintendent.

Comment: Page: 12
This speed restriction was dropped in 1998 based on discussions with RM/VP.

- **On-board Interpretation**

National Park Service Interpreters will be provided by the Service aboard Concession tour vessels operated within Glacier Bay proper, and in other park waters at the discretion of the Superintendent. The Concessioner may provide additional interpretive opportunities that would complement the existing NPS interpretive program, subject to approval of the Superintendent.

All tour vessels will have a high quality public address system installed with a cordless microphone audible throughout the passenger areas. Spare microphones will be available based on frequency of breakdown. Outside speakers for this system will be oriented such that sound projected beyond the vessel is minimized. Exhibit and display space will be provided for Service interpretive materials.

The Concessioner will provide Interpreters regular guest meals at regular meal hours. The Concessioner will provide Interpreters with private cabins when Interpreters are required to be aboard over night. When private cabins are not available shared quarters will be provided, however, specific approval from the Superintendent is required for each instance where a private cabin is not available.

- **Dock Use**

The Service allocates dock space through the Bartlett Cove Public Use Management Plan as an attachment to the Park “Compendium”. The Concessioner will be allocated a portion

of dock space at the NPS public use dock for their marine operations. The Service will consult with the Concessioner when allocating Concessioner dock space. A copy of the compendium and dock plan will be given to the Concessioner.

Vessel Requirements

*All concession vessels which are licensed to carry **more than six passengers for hire** shall:*

Comply with all park, federal, and state regulations.

Monitor VHF channel 16 at all times the vessel is in operation.

Be equipped with an inside/outside public address system with separate volume controls for inside and outside volume and multiple mike hookups,

Carry U.S. Coast Guard approved covered inflatable life rafts capable of carrying all passengers and crew and mounted so as to be automatically deployed in case of emergency,

Have one crewmember certified in standard First Aid and CPR on the vessel at all times.

Carry a first aid kit, including blood pressure cuff and stethoscope, oxygen capacity for delivering six liters per minute for 60 minutes. The contents of the first aid kit will be approved by the Chief Ranger, or designee, prior to operation,

Provide bunk space for at least one injured or ill visitor.

*All concession charter boats, licensed to carry **six passengers or less**, shall:*

Comply with all park, federal, and state regulations.

Carry a first aid kit to be approved prior to operation,

Carry tool kits to perform minor engine repair on an emergency basis,

Carry a marine band radio and monitor channel 16.

Have an operational marine radar installed on all vessels operating in reduced visibility and appropriate training and endorsements for vessel operators.

- **Charter Vessel Services**

Charter vessel services are restricted to the marine waters of Glacier Bay National Park unless specifically authorized in writing by the Superintendent (i.e., boats and guide service may not operate on freshwater systems in the park) or as provided in this plan.

Charter boats based at Bartlett Cove may exit the park, but will be assessed two charter entries when doing so, in accordance with the 36 CFR Part 13 Final Rules (Federal Register, Vol. 61, No. 105, 5/30/96, pg. 27013). Charter boats will also be assessed two charter entries when two half-day charters are scheduled on the same day. Authorized charter services include: Wilderness Explorer and *custom charters* (remaining entries and use days).

Day Tour Vessel/Camper/Kayaker Drop-Off Service

The Day Tour Vessel, Spirit of Adventure (SOA), will provide daily tours of Glacier Bay. The daily route will be approved by the Superintendent.

The SOA food and beverage plan (Items included in tour cost) for 2003 will be:

Pre-lunch*

Served 1030: Soup (Wild Mushroom/Barley 8oz.)**

Lunch*

Served 1200: Chicken Sandwich on Panini Bread (4.5oz)**

Vegetarian Chili (8oz.)**

Mixed Fruit Cup (Dole 4.0oz)**

Granola Bar (pep farms 1oz)**

Pretzel mix

Juice, Ocean Spray 8oz**

Post-lunch*

Served 1400: Choc. Chip Cookie (1.5oz)**

* Serving times are approximate due to sailing schedule dynamics

** Specific product manufacturers and exact weights are subject to change.

The Concessioner will provide backcountry drop off services for campers and kayakers at the sites, identified by the Service, with the Spirit Of Adventure day tour vessel or other vessel approved by the Superintendent. Specific sites will be selected and approved by the Service. The Service will consult with the Concessioner regarding operational constraints of the Concession drop-off vessel(s), the drop-off sites, locations, and other aspects of backcountry management. Drop-offs at other locations will be with the specific approval of the Service.

Drop-offs and pick-ups will be on a regular schedule. If a backcountry party is not present at the pick-up site when the drop-off vessel arrives, the vessel may leave the site without waiting for the individuals. In these cases, the VIS or closest available NPS Protection Staff must be notified as soon as radio communication is possible.

The Service believes that *at least* four daily drop-off sites are necessary to meet the requirements of the *Wilderness Visitor Use Management Plan* and that the Service needs to be able to change sites as needed in response to visitor needs and resource concerns. However, the Service also realizes that there may be constraints that preclude this level of service. If, in any one year the Concessioner is not able to make at least four daily drop-

offs because of scheduling or time conflicts, the NPS will consult with the Concessioner and establish an alternative drop-off program.

In 2003, the Concessioner will publish a drop-off schedule based on the Service program; visit two drop-off sights each day with the two sites alternating mid-way through the year. The following two drop-off locations will be visited daily between May 11-July 15:

Blue Mouse Cove traditional site

Mt. Wright (Sebree Island as an alternate if necessary)

The following two drop-off locations will be visited daily between July 16-Sept. 13:

Rendu Inlet

Mt. Wright (Sebree Island as an alternate if necessary)

If, because of sea and wind conditions, the vessel is unable to reach the drop-off/pick-up location, the captain will immediately notify the VIS as soon as radio communication is possible. If possible, individuals left on shore at the drop-off location will be verbally notified of the vessel's difficulties and that they will be picked up as soon as sea conditions subside. The Concessionaire will be responsible for retrieving these individuals at the earliest possible time.

The front desk staff at the lodge will inform each person purchasing a camper drop-off or pick-up voucher that camping permits are required and that a copy of the camping permit must be available when they board the vessel.

Before boarding, the drop-off vessel crew will verify that each group, scheduled to be dropped off in the backcountry, has, on their person, a valid camping permit. Campers without camping permits will be directed to the VIS for a permit. Camping permits are not required for Federal employees on official business or backcountry users planning a day trip.

If it is discovered that a group has boarded the vessel without a camping permit after the vessel is under way, the Concessioner should inform the group that camping permits are required by law and advise the group to return to Bartlett Cove for a permit. However, the Concessionaire should not refuse to drop the group off at their chosen site. Once the group(s) has left the vessel, the Concessionaire will immediately inform the VIS by radio.

All backcountry visitors and their kayaks and gear will be picked up at each pick-up location. If, because of time or capacity constraints, the drop-off vessel is unable to accommodate all the individuals at each site, the Concessionaire will send another vessel to retrieve the individuals.

The Concessionaire will maintain a log of all drop-offs and scheduled pickups and provide passengers getting dropped off with an orientation regarding drop-off/pick-up procedures.

Wilderness Explorer

The Wilderness Explorer is authorized to operate an overnight charter service oriented to the history and culture of Glacier Bay subject to the following:

1. The service must meet the regulatory definition for *charter vessels*:
 - a) The operation should be described as a “charter” in all promotional material.
 - b) The vessel must not operate at regularly scheduled times along a regularly scheduled route.
 - c) Itineraries must be presented in general terms and travel to specific locations/routes (while in Glacier Bay) may not be promised.
 - d) Passengers should have involvement in itinerary and agenda, subject to safety considerations, regulations, vessel operating plan and entry restrictions.
 - e) Entry date allocation will be subject to charter program constraints.
2. The Concessioner will provide current USCG documentation of the passenger capacity of the vessel (certificate of inspection) prior to commencing operation.
3. The Wilderness Explorer may use charter vessel entries and use days for the June 1 – August 31 period.
4. The Wilderness Explorer is no longer approved for tour vessel use.
5. On-board NPS Interpretive services will not be provided.
6. The Concessioner will submit a proposed operating plan for these services for park review and approval. This is to include, as a minimum, marketing program, off-vessel activities, guide/naturalist training, interpretive program and safety plan. In the event of a conflict between the terms of the *Wilderness Explorer Operating Plan* and the Maintenance and Operating plan (Exhibit F), the Maintenance and Operating plan will take precedence.
7. The Wilderness Explorer will conduct off-vessel activities only in specific ‘Off-Vessel Use Areas’ that have been determined by the Service (see attached maps in *WEX Operating Plan*).
8. All Wilderness Explorer off-vessel activities will follow the Resource, Safety, and Interpretive guidelines provided to the Concessionaire by the Service.

Comment: Page: 16
This was submitted by Greg Dronkert
for review 3/25/99 (email).

Custom Charters

1. Custom charters will not have a sport fishing emphasis, will not allow “meat” fishing; and will focus on the park’s natural or cultural history. If sport fishing is provided, it will not be the focus of the trip. [NPS believes the need for one-day charter vessel sport fishing activities are adequately met outside the park and are no longer a necessary service from Bartlett Cove. NPS feels that non-consumptive natural and cultural charters would be a more appropriate use for these charter entries.]

2. Charter operators will have specific knowledge and training in park resources and interpretive services.

The Concessioner will submit a proposed operating plan for custom charter services for review and NPS approval prior to the season.

BB. Bicycle Rental

Bicycle rental services will comply with the following:

Up to twenty-four bicycles may be available for rent.

1. Bicycle helmets will be provided with each rental.
2. The Concessioner Risk Management plan should include safety/risk elements of this new service.
3. A map showing permitted areas of use and speed limits (15 mph for the most part) will be provided with each rental. This information will be reinforced verbally by the employee renting the bicycle.
4. The rental agreement will include a statement signed by the renter that they will limit use of the bicycle to the permitted areas.
5. Bicycles will be kept in racks in an approved location (currently the approved area is under the lodge deck on the same side as the vending machines).
6. Bicycles will be maintained in accordance with manufacturer recommendations and checked for proper operation prior to each rental.

The Concessioner will develop a staff operational manual for managing the service for the Superintendent's review and approval. This manual will incorporate these conditions (as a minimum).

MAINTENANCE PLAN

CC. General

Written approval of the Service is required prior to the Concessioner commencing any Capital Improvements upon assigned lands. Difference of opinion regarding whether a facility need is maintenance or a capital improvement, will be resolved based on Contract language, generally accepted accounting practices and industry practice.

Definitions:

Maintenance: (For purposes of this standard, maintenance is described as the act of keeping fixed assets in acceptable condition. It includes preventive maintenance, normal repairs, replacement of parts and structural components, and other activities needed to preserve the asset so that it continues to provide acceptable services and achieves its expected life.) Maintenance does not include activities aimed at expanding the capacity of an asset or otherwise upgrading it to serve needs different from, or significantly greater than, those originally intended.]

Comment: Federal Accounting Standards Advisory Board, Price Waterhouse Coopers

Comment: 4/22/02: changed this from definition of capital improvement to "maintenance is not..." in keeping with FASAB language. We need to look for FASAB "capital improvement" definition.

All parts or materials used to repair or replace government owned property will be at least equal in quality to the part or material being replaced.

An annual comprehensive maintenance inspection will be carried out jointly by the Service and the Concessioner in order to assure a high standard of maintenance. This inspection will be normally be conducted in the fall, after the facilities have closed to the public. The inspection will be detailed, comprehensive and will provide the basis for establishing the maintenance schedule for the upcoming season. By conducting the inspection in the fall, the Concessioner will have the entire winter to plan the work and procure the necessary materials. It is understood that the annual maintenance schedule will only cover work that can be anticipated in advance, and that it in no way relieves either party of responsibility for the maintenance obligations defined in the Maintenance Agreement.

To the extent possible, all major maintenance work will be performed when the lodge is closed.

DD. Utilities & Fuel Systems

- **Water lines and related components.**

The Concessioner is responsible for the operation and maintenance of the water distribution system from the nearest water shut-off/drain valve(s) located outside the buildings. This will include all underground pipe from the shut off/drain valves to the buildings, all piping located beneath the buildings and walkways, and all internal piping within the structures. This statement includes all piping, valves, faucets, supply lines, etc., used or required to provide domestic water and hot water heat to assigned structures.

The Concessioner is responsible for draining and winterizing all assigned structures and equipment. The Concessioner is responsible for re-charging all lines and placing all structures back into service at the beginning of each operating season. All repairs and replacements, resulting from normal use, freeze damage, or other causes, shall be the Concessioner's responsibility during its summer seasonal use period. Concessioner must provide 24 hr. minimum notice when opening or closing water mains or performing any non-routine repairs or operations of any part of this system.

Potable water antifreeze (i.e., propylene glycol type) must be used for the winterization of water lines, sewer system, and related components and must have the approval of the Service prior to being used.

Water lines and related components owned by the Service will not be extended or altered without prior written approval of the Service.

The Service will maintain all fire hydrants located outside, but not attached to, the structures. Fire suppression equipment attached to the water system within or attached to the structures shall be maintained by the Concessioner and will be subject to additional inspections by Service safety personnel. The Service will maintain the water distribution system to the nearest shutoff/drain valve(s) located outside the structures, including the valves. The Service will be responsible for installation and repair of all water meters.

- **Electrical Service**

The primary electrical distribution system will be operated and maintained by the Service. This will include all transformers, service entrance lines, conduits connecting to structures' main service panel and electrical use meters.

The Concessioner shall maintain the main service panel, excluding service entrance wires. The Concessioner shall maintain all components of the service panels and all service wiring, components, conduits, etc., inside the structures, including all exterior and perimeter lighting and related components. The Service will maintain area lighting fixtures on the second floor of the Lodge, including the AV room and exhibit area.

Additions and/or alterations to any portion of the electrical system requires prior written approval of the Service and must meet all current applicable codes and directives.

- **Sewer System and Components**

The Concessioner shall operate, inspect and maintain all sewage disposal equipment, components, (grease) traps and lines within the system to the nearest manhole located outside the assigned buildings or structure on a regular basis.

The Concessioner shall follow the minimum required procedures for grease trap maintenance:

1. Grease traps must be inspected at least once a week.
2. Each inspection must be documented including the following information: time, date, inspector, grease thickness in both tanks, effluent condition. These inspection records must be available for NPS inspection.
3. Grease traps are to be cleaned every two weeks unless grease thickness is greater than 4" or there is grease in the effluent. If either of these conditions exist, the trap must be cleaned immediately and the sewage treatment plant operator notified (697-2630 - leave a message if no one answers). The grease trap will then be inspected every other day until there have been 14 days without cleaning being needed.
4. Grease can either be skimmed manually or pumped to holding container.
5. Grease should be de-watered before it is disposed of.

Comment: The grease traps are an inefficient component of the NPS water treatment facility. The grease trap design creates a build up of noxious and potentially hazardous sludge requiring periodic cleaning in order to avoid overloading the NPS water treatment facility. This manual cleaning process forces the worker to be exposed to potentially harmful, noxious, and repulsive odors over a five foot deep open pit. The concessioner makes reasonable concerted efforts to reduce/eliminate the upstream introduction of organic material to the system from its kitchens by thoroughly scraping each and every used plate, pot and utensil before placing them into the dishmachines. In spite of this effort sludge continues to build up in the trap. The concessioner feels its unreasonable to be expected to maintain a substandard potentially dangerous system that it considers part of the Park infrastructure and requests to be relieved of this duty.

6. Grease traps are to be cleaned after lodge closing each year, by September 30.

Prior to opening each year, the Concessioner shall provide a list of chemicals used for cleaning and disinfecting that are expected to end up in the park treatment system. The Service will recommend suitable substitutes when proposed chemicals pose a threat to park treatment facilities.

The Service will operate and maintain the sewer system and components from, and including, the nearest manhole outside the structures, including all sewage lift stations. The Service will be responsible for all final sewage treatment as prescribed by directives and regulations. Concessioner shall notify Service of any non-routine materials discharged or excessive flow rates that may occur due to their operations that may effect the Service's collection and treatment system.

- **Fuel Farm and Distribution System**

(The) Service is responsible for servicing and maintaining all fuel systems not specifically assigned to the Concessioner. All operational costs relating to the tank farm and fuel distribution system will be compiled by the Service and billed to the Concessioner monthly on a pro-rated basis determined by the percentage of fuel delivered by each. These costs include: electricity required to run the facility, facility testing, labor, maintenance materials, fuel management system, spill response and fuel transfer costs.

Comment: Copied from 1997 Maintenance Plan at the request of Greg Dronkert, (with spill response added).

The Service will maintain daily fuel inventories and will provide the Concessioner with daily inventory reports.

EE. Mechanical Plant and Assigned Equipment

The Concessioner shall be responsible for the operation and maintenance of assigned fixed equipment and attached components. These include, but are not limited to, kitchen equipment, laundry equipment, heating systems (including tanks, supply and return lines), lock system, fire suppression systems, etc. All equipment will be operated and maintained in accordance to manufacturer's specifications or NPS recommendations (e.g. boilers). The Concessioner will keep the boilers and heating distribution systems charged with an appropriate mixture of *Dow-Therm* (antifreeze) and water to protect them from freezing to -14° F. Responsibilities for maintenance of heating, piping and components are the same as those in section for water lines. The Service will keep the lodge fire suppression system from freezing during the winter months.

FF. Signs

The Concessioner will be responsible for the installation, maintenance, and replacement of all interior and exterior signs pertaining to the concession operation and services within assigned areas.

The Concessioner will insure that all signs throughout the operational complex are in accordance with Service standards. Sign styles and text will require approval of the Superintendent. No handwritten or typed signs will be permitted in any public area, unless approved by the Superintendent.

The Service will install, maintain and replace entrance signs, approach signs and trail signs. The Service is responsible for traffic control signs and information signs that serve the interest of the government.

GG. Roads, Trails, Parking Areas, and Walkways

The Concessioner will use the Service's *Vegetation Management Plan* for the Bartlett Cove developed area as the basis for the Concessioner land assignment vegetation management plan. The Concessioner will submit changes to this plan to the Service for approval prior to implementing them. This plan will address procedures for all vegetative manipulation, including clearing, thinning, view-shed control, firewood gathering, etc. within the concessioner land assignment.

The Service will maintain all roads, trails and parking areas within the land assignment. During the off season, October 1 and March 1, the Concessioner will ensure that Lodge and staff driveways and parking areas will be kept clear for a fire lane, utility access, and snow removal needs.

The Concessioner shall be responsible for litter pick-up throughout the land assignment and must keep the area litter free at all times. The Service, in consultation with the Concessioner, will determine what trails are necessary on the land assignment and prepare a map of approved trails. The Concessioner and the Service will be responsible for insuring that respective employees use only the approved trails.

The Concessioner, in accordance with Service direction or an approved *Vegetation Management Plan*, will close off any non-approved social trails.

HH. Janitorial/Housekeeping/Storage

The Concessioner is responsible for all janitorial services in assigned areas and structures. Storage in mechanical rooms (furnace rooms) and electrical rooms will be restricted to furnace repair components and related equipment only. This type of storage will be allowed only if repair components are stored in a metal cabinet with a latching door. No other storage will be allowed. Entrances to these areas will be unobstructed. All combustible or hazardous materials will be located in the proper area, containers and required storage lockers. Proper labeling and associated Material Safety Data Sheets (MSDS) must be clearly posted and current.

No storage will be allowed in the lodge electrical distribution room and all electrical distribution boxes in a various buildings must be unobstructed and have unobstructed access.

All designated storage areas will be maintained in a neat and orderly manner. Adequate access or access avenues must be maintained at all times.

Combustible liquids must be properly labeled and materials will be kept in approved containers and cabinets. This type of storage is restricted to room #2 in the oil house at the fuel farm. All stored used petroleum products must be stored in properly labeled, 55 gallon drums, on spill containment platforms. All storage areas must be clean & organized. Any fuel spills should be reported to the NPS and other appropriate agencies immediately. Hazardous waste materials should be taken to the hazardous waste storage building at the landfill (see guidelines in section JJ) and should not be stored in the oil house. Unneeded & unusable materials (e.g. oily rags) must be disposed of regularly (at a minimum of every three days), in accordance with park policy.

II. Assigned Facilities

The Concessioner is responsible for all interior and exterior general maintenance, repair and upkeep of all facilities and structures assigned to the concession operation. This includes, but is not limited to, painting, staining, non-capital structural repairs, doors and locks, windows, floors, roof repair, etc. All inner connecting walkways and steps are to be maintained, as they are considered structural.

Building maintenance, i.e., repair, painting, staining, shall be performed on a timely basis to ensure a safe, well maintained, and neatly appearing facility. Color schemes, etc., must have prior approval of the Superintendent.

Buildings are being considered to be added to the List of Classified Structures and therefore must be treated in accordance with NPS guidelines for treatment of such buildings.

All alterations or extensions of buildings, structures, or associated components, which would change or alter the size, configuration or use, will require prior written approval of the Service.

The Concessioner will adhere to the following cyclic maintenance schedule:

All exterior staining (with exception of the south side of buildings) shall be completed on a five-year cycle with touch up as needed in between (this was completed in 2000).

Exterior staining on the south side of buildings will be completed on a two-year cycle due to the enhanced damage caused by exposure to the sun (This was completed in 2000). Interior painting: five-year cycle with touch up in between. Kitchen area (last painted in 2000) will be painted more often if required to maintain a grease-free, sanitary surface (paint must be an approved food grade quality). Paint in rest rooms, bathrooms, kitchen, bakery, etc., must be washable semi-gloss or gloss enamel (most areas were completed in 1997 & 1998).

Comment: No. We plan on cleaning the walls and touching up any areas that need paint.

Comment: We

Comment: Is GBPC planning to paint the lodge kitchen over the winter? Kitchen last painted Spring 2000

Interior staining: eight year cycle except where conditions require more often, i.e., damage to finish should be taken care of as soon as possible (this was due by 2001).

Adjustments to the cyclic maintenance schedule will be considered, at the written request of the Concessioner.

Comment: Page: 21
The NPS & Concessioner should evaluate the need for interior staining (as a minimum **some** spot staining will be needed).

JJ. Fire Suppression Equipment

The Concessioner is responsible for all fire suppression equipment located within or attached to Concession facilities. This includes maintenance of all fixed equipment, such as the fire warning system and sprinkler in the lodge, kitchen range hood fire suppression system, all portable fire extinguishers, smoke detectors, wall mounted fire hoses and related equipment. Portable equipment will be provided by the Concessioner in quantities and locations as designated by the Superintendent. All equipment will be maintained to National Fire Protection Association specifications.

The Service will be responsible for all fire suppression equipment that is not located within or attached to a concession assigned facility, including fire hydrants, hoses, hose boxes, and related equipment.

KK. Hazard Tree Removal

The Service will have primary responsibility for the hazard tree removal program. The Concessioner can remove certain hazardous trees with specific approval of the park Superintendent. All observed hazard trees will be reported to the National Park Service so that removal can be scheduled.

Use of hazard trees for firewood must have specific prior approval by the Superintendent.

LL. Waste Materials

The Concessioner will pick up all litter, garbage, and other waste products and generally maintain a neat, clean appearance in its assigned area. Litter and garbage will be disposed of at the park landfill in accord with directions on use of this facility. Concessioner will separate solid waste in accordance with park policy. The Concessioner will take appropriate measures to minimize solid waste.

All outside garbage containers must be bear resistant and of a design approved by the Superintendent.

- **Hazardous Wastes**

Hazardous wastes and Special wastes generated by the Concessioner shall be managed by the Concessioner in accordance with 29 CFR 1910, NFPA, and all other Federal, State, and local regulations pertaining to the particular product. This includes storage, labeling, handling, and transporting hazardous waste materials. The Concessioner will not discharge any hazardous wastes products on the ground, into the park sewer system, or through other means that will allow the hazardous materials to enter into the park environment. Use of hazardous materials is to be strictly limited to the minimum quantities needed and every effort made to find and use suitable non-hazardous substitutes. The Concessioner will label, store and remove from the park all hazardous waste materials including: waste oil, solvents, antifreeze, paints, stains, bilge waste, batteries, and any other hazardous waste materials prior to September 30th of each year. Hazardous wastes can be temporarily stored in the hazardous waste building at the landfill. All hazardous waste must be accompanied by a Material Safety Data Sheet (MSDS). Wastes not classified as hazardous waste if properly managed, including used oil, and used oil filter, antifreeze which is not a hazardous waste, lead-acid and Nickel Cadmium (NiCad) batteries shall be recycled to the maximum extent practical though a licensed recycling center.

- **Dock Garbage**

The Service will clean and empty the trash containers located next to the Visitor Information Station near the dock. The Concessioner will not deposit trash from tour boats at dock waste sorting station. If the Concessioner uses these trash facilities, they will notify the NPS and empty the dock trash immediately.

- **Landfill Use**

The Concessioner shall separate recyclables in accordance to NPS waste management procedures developed by Service and reviewed annually. This may include: aluminum, glass, steel cans, white office paper, mixed paper, cardboard, all plastics (clean containers and films), food waste, scrap steel, copper, brass, and stainless steel prior to delivery to the landfill. All plastic, steel and glass containers must be rinsed free of food residue. Additional separation may be required in accordance with the Service waste-handling program

The Concessioner shall be required to pick up any trash that has blown or fallen off their truck while en route to the landfill. A tarp should be used to cover trash en route to the landfill if there is a possibility of it blowing out of the truck.

<p>//s//</p> <p>Gary Hibma President, CEO Glacier Bay Park Concessions, Inc.</p> <p>Date 3/31/03</p>	<p>//s//</p> <p>Tomie Patrick Lee Superintendent Glacier Bay National Park & Preserve</p> <p>Date 3/24/03</p>
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APPENDIX A

Sewage Pump-Out Procedures

The Concession employee will follow the procedures at the sewage pump station as outlined below:

1. Sewage pump operator should ask the boat captain the following questions:
 - Are they going to pump slurry or solid mass?
 - If it is solid mass, boater should add water to make a slurry, boater can use the hose on the dock or if they need less than 20 gallons to make a slurry, they can use saltwater.
 - Do they have anything in their tank other than normal sewage, such as solvents, chemicals, or fixatives?
 - If yes, don't let them pump out anything into the Park's system, and call the Utility Systems Operator for approval to pump.
 - How many gallons of sewage are they planning to pump-out?
 - There is maximum of 250 gallons per day total (total of all boats pumped-out) that the white tank can hold. To pump over 250 gallons, the operator must get NPS approval.
2. Give boat owner the pump -out hose or show them where the hose is and let the boater plug it into their boat.
3. Turn on Pump-A-Head by turning on the key and then follow the pump-out instructions on the Pump-A-Head Label.
4. It will automatically pump into the green holding tank on lower dock, through a grinder located inside the green tank, through the pipes under the dock and into the white holding tank on the shore at the end of the fuel dock. Grinder will not grind rags, plastics, metals, etc.
5. If Alarm on shore tank sounds, shut it off and contact NPS Maintenance division, Utility Systems Operators. If the vessel is planning to pump-out 250 gallons or more, the operator must check the totalizer (located in the tide house) for the total gallons pumped and shut down when it reaches 250 gallons (or work with NPS Operator to pump-out more than 250 gallons).
6. When the vessel is finished pumping-out, log: the end meter reading, vessel name, AK number on vessel, and the skipper's name (optional) in the sewage pump -out log book.

Spill Prevention and Clean-up Procedures at Sewage Pump Station

The following are the necessary steps to follow if septage spills onto dock:

1. Contain spill.
2. Call NPS Utility Systems Operator(s), telephone numbers posted in fuel attendant shed.
3. Avoid contact with septage.
4. Disinfect immediately any skin or clothing contaminated with septage.
5. Wash down contaminated area with garden hose on dock.
6. Disinfect contaminated area with 50 PPM chlorinated solution and brush.
7. Rinse contaminated surface with fresh water (it also contains chlorine for additional disinfecting).

Personal Protective Equipment for Sewage Pump Station

For normal pump-out operations, the park recommends disposable rubber gloves only.

The following equipment and supplies will be furnished by the Service for use at the sewage pump-out station:

- 1.) 2 each, 5 gallon plastic buckets.
- 2.) 1 each, small container of HTH (High Test Hypochloride).
- 3.) Deck Brush.
- 4.) Disposable Rubber gloves, medical grade.
- 5.) Full-face guard.
- 6.) Chemical-resistant spill suit.
- 7.) Rubber boots.
- 8.) Tetanus vaccination for operator, additional vaccination of Hepatitis A is recommended, but optional.

APPENDIX B

Fuel Operations Plan

HOURS OF OPERATION: 0730 to 1200
1400 to 1900

Response time will be within 15 minutes of the customer's initial request

SUPERVISOR: Operations Manager

PRIMARY OPERATOR(S): ~~Fuel Attendant~~/Administrative Assistant
Maintenance Assistant

Comment: This persons primary responsibilities should be fuel attendant duties first with all the required training, with administrative duties secondary.

SECONDARY OPERATOR(S): Maintenance Assistant
Vehicle/Marine Mechanic
Transportation Drivers
Operations Manager
General Manager

ACTION STEPS:

A notice will be posted on the fuel dock informing Customers to hail “WQB826 channel (12) Glacier Bay Lodge” on their marine radio to request fuel service, and will include price of fuel and related items (absorbent pads, etc) Front Desk personnel will respond to the customer and locate the primary operator via lodge radio system. Primary Operator is available seven days/week during fuel operating hours. If primary is not available, secondary operators will be contacted. Response time is no more than 15 minutes and attendants should be on the dock, when possible, to meet the fuel customer.

Comment: The use of Channel 12 rather than Channel 16 is at the request of NPS Law Enforcement.

TRAINING

All Operators will attend the following three training sessions before dispensing fuel:

1. **National Park Service fuel dock orientation and training**
2. **Oil Spill Equipment Orientation and Awareness Training** sponsored by a professional trainer
3. **Fuel dispensing procedure training** by Glacier Bay Lodge

TRAINING CURRICULUM

1. **NPS fuel dock orientation and training** includes: facility orientation, equipment operation, emergency communication procedures and emergency shutdown procedures, fuel spill prevention, spill identification, fuel spill reporting procedures, minor spill containment procedures, and fuel product hazard identification and awareness,
2. **Oil Spill Equipment Orientation and Awareness training** includes: Orientation to oil spill response equipment, fuel attendant duties and responsibilities during an oil spill, Spill notification and reporting responsibilities, Fuel Attendant roles (Prevention, Identification, Communication, Documentation), Spill response activities, overview of incident command system, Oil spill safety.

3. **Fuel dispensing procedures training** include: Spill response communication procedures, equipment operation review, emergency shut down review, guest service review, cash handling procedures.

TRAINING DOCUMENTATION

A list of fully trained individuals will be prominently posted on the fuel shed door on the fuel dock. Copies of training certificates will be kept on file inside the fuel shed.